

JOB OPPORTUNITY

Franchise Tax Board is an equal employment opportunity employer to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation. **California State Tax Compliance:** As required by the department's rules of conduct, all employees of the Franchise Tax Board (FTB) must be in compliance with the California Revenue and Taxation Code. During the background investigation portion of the hiring process, FTB will review return information to verify California state income tax compliance. Any failure to comply with the California Revenue and Taxation Code may prevent you from being hired at FTB. If you think you may have any potential tax compliance issues, please call 1-800-852-5711 to resolve them prior to seeking employment with FTB.

☒ Permanent Full-time ☐ Permanent Intermittent ☐ Limited-term (Temporary) Length ____ ☐ Formal Training and Development Assignment

Position Title: Field Office Tax Technician Classification: Tax Technician

Location: Oakland/San Francisco Field Office- Public Service Counter Section/Unit: FACB-Northern Region-Oak/SF

Salary Range: \$2495 - \$3426/Month Number of Vacancies: Oakland (3) San Francisco (1)

Job Description: (includes typical duties)

Are you looking for a position where you can make a difference? We're looking to hire energetic, enthusiastic, and creative people with a strong commitment to teamwork and professional development. The Oakland and San Francisco Field Offices are conducting a search for individuals to join our team. Under the direction of the Public Service Supervisor, the individuals selected will be responsible for assisting customers at the Public Service counter and resolving an assigned inventory of Personal Income Tax and Business Entity collection accounts. These positions may require occasional travel between the Oakland and San Francisco FTB offices. Your positive attitude is a great asset!!

Required Knowledge, Skills, Abilities:

Excellent attendance
Strong work ethic
Effective verbal and written communication skills
Strong technical, analytical, interpersonal skills
Ability to use good judgment when analyzing data and situations, draw sound conclusions and take effective actions
Ability to exercise good judgement and tact when dealing with internal and external customers
Excellent customer service skills to resolve customer issues effectively, efficiently, and with courtesy
Strong organizational skills and the ability to effectively manage multiple tasks
Ability to get along well with all levels of staff
Enthusiasm for learning new skills

Desirable Experience/Qualifications:

Collection experience
Proficiency using MS Office, including Excel, Outlook and Word applications
Ability to work independently and in groups
Ability to use on-line resources
A sense of humor

Position appointment may be impacted by current budget situations.

Mail or hand deliver your application by: **April 30, 2009**

Contact Person: Sharon Jones 510-622-4657

Address/Room Number: Exam Unit, PO Box 550, Sacramento CA 95812-0550

Attn: Special Instruction: **FTB Employees Deliver to:** Exams Unit Phase III, Sacramento Bldg, 1st Floor

Or **Route to:** Sharon Jones, Oakland Field Office M/S L-8

Interested applicants should submit a STD 678, a list of current and previous supervisors with phone numbers and a resume.

To be considered for this Job Opportunity, applicants must have permanent civil service status, be reachable on an employment list, or have reinstatement eligibility. **Applications will be screened and only the most qualified applicants will be interviewed.**

All applicants not currently employed with the Franchise Tax Board will be subject to a pre-employment background investigation. The investigation will consist of completion of a pre-employment questionnaire, fingerprinting, and an inquiry to the Department of Justice to disclose criminal records.

TDD is Telecommunications Device for the Deaf and is reachable only from telephones equipped with a TDD device.
The California Relay Service telephone numbers are: (from TDD Phone) (800) 735-2929; (from Voice Phone) (800) 735-2922.